



GUARANTEE

ROBOGRAPHICS products are guaranteed only against defects in materials and workmanship, for 90 days from the date of purchase and subject to the conditions detailed below.

REGISTRATION

This guarantee shall only be effective if the REGISTRATION CARD is completed and returned within 10 days of purchase by the original user.

CONDITIONS

ROBOCOM LTD. does not guarantee that the operation of the software, firmware or hardware shall be uninterrupted or error free.

The guarantee shall not apply to defects resulting from improper maintenance by the user, user-supplied software, hardware or interfacing, unauthorised modification or misuse.

The guarantee set forth above is exclusive and no other warranty, whether written or oral, is expressed of merchantability and fitness for a particular purpose.

EXCLUSIVE REMEDIES

The remedies provided herein are the buyer's sole and exclusive remedies. In no event shall Robocom Ltd. be liable for direct, indirect, special, incidental or consequential damages (including loss of profits) whether based on contract, tort or any other legal theory.

REPAIR SERVICE

If you suspect incorrect operation of any ROBOGRAPHICS system component, contact your dealer, or telephone the ROBO SERVICE DEPARTMENT on 01-263 6682 for advice and return instructions.

Items under guarantee should be returned, shipping and insurance prepaid, to ROBO SERVICE DEPARTMENT. We will normally repair or replace the item within five working days and pay return shipping within the U.K. The customer is responsible for shipping, duties and other taxes, both ways, on items returned from other countries. Please pack the items well as damage during transit is not covered by the guarantee.

In the event that returned equipment is found to comply with published specifications, Robocom reserves the right to charge a reasonable fee for testing and return carriage.

All items returned for repair must include a properly completed SERVICE RETURN card attached. A fresh card will be supplied with the repaired item.

ROBOGRAPHICS CUSTOMER SERVICE

First we would like to congratulate you on your choice of the ROBOGRAPHICS system as the answer to your computer graphics requirements. You are now one of thousands of ROBOGRAPHICS users who produce a wide range of material covering all sorts of graphic applications.

We are very aware that our customer's success, and our own, relies not only on the excellent design and low cost of the system, but also on the high level of service and support that we endeavour to provide.

Once you have completed and returned the attached REGISTRATION CARD you are entitled to the following important services:

HARDWARE SERVICE

Your local dealer will help with any hardware problems, and as a registered user you can call ROBO direct during office hours on 01-263 6682 - please ask for SERVICE. ROBO will repair or replace any ROBOGRAPHICS hardware component should a fault occur. This will be done free of charge within the initial 90 day warranty period, or for a charge to cover costs thereafter. Special service contracts can also be arranged to cover complete installations — please ask for details.

SOFTWARE SUPPORT

As a licensed user you will be notified if the ROBO software is significantly modified, or if additions to the system become available.

ROBO will replace any ROBOGRAPHICS software which does not operate according to specification. This will be done free of charge within the initial 90 day warranty period. In addition we will replace any software which may have been damaged by mis-handling or improper use. A small charge is made for this service.

APPLICATION SUPPORT

In addition to our growing range of pre-drawn Library disks, application packs, and utilities, ROBO provides information on user groups, drawing problems and many other areas to help you get the best out of ROBOGRAPHICS.

And if you get stuck, there is someone available at the end of the telephone to help.

IN YOUR OWN INTEREST PLEASE TAKE THE FEW MINUTES REQUIRED TO COMPLETE THE REGISTRATION CARD AND RETURN IT TO US NOW.

With this information we can respond to service requests effectively. Without it, we cannot guarantee to respond as you, or we, would like.

ROBOCOM LIMITED, Goodwin Street, London N4 3HQ.

SERVICE RETURN

Retain this card and return to
ROBO SERVICE DEPARTMENT
with items requiring service.

NAME _____

COMPANY _____

ADDRESS _____

TELEPHONE _____

HARDWARE _____

ITEM? _____

SERIAL No. _____

PURCHASE DATE ____/____/____

Have you opened the case? _____

NATURE OF FAULT: _____

INTERMITTENT _____

CONTINUOUS _____

Details: _____

SOFTWARE _____

TITLE (on label) _____

SERIAL No. _____

PURCHASE DATE ____/____/____

Have you tried to copy? _____

FAULT: _____

NOTE: A charge may apply for repair or replacement, see Warranty details.

**GUARANTEE &
LICENSE REGISTRATION
FILL IN AND SEND TO ROBO
NOW.**

Please write serial numbers of:

BITSTIK CONTROLLER _____

INTERFACE MODULE _____

MASTER DISKETTE _____

Indicate type of software: (as shown on label)

ROBO _____

SYSTEM MASTER/PLOTTER MASTER

LIBRARY MASTER / UTILITY _____

NAME _____

COMPANY _____

ADDRESS _____

TELEPHONE _____

PURCHASE DATE? ____/____/____

PURCHASED FROM? _____

For what do you intend using the

ROBOGRAPHICS system initially?

Thank you.

ROBOCOM LIMITED

Goodwin Street, LONDON N4 3HQ